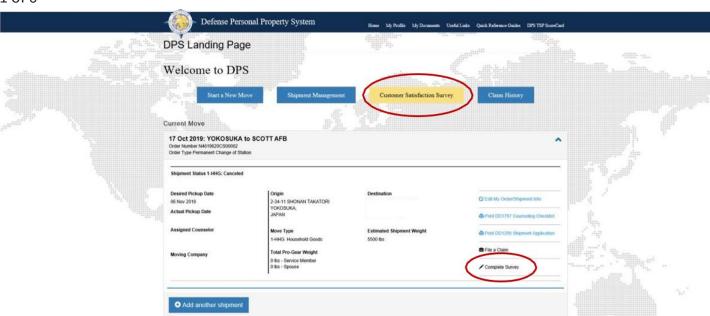
Get an overview of the online moving process with pro tips from experienced customers a Back to top counselors.

Need more? Visit or call your local transportation office.

## **TUTORIAL**

**Customer Satisfaction Survey** 

1 of 6

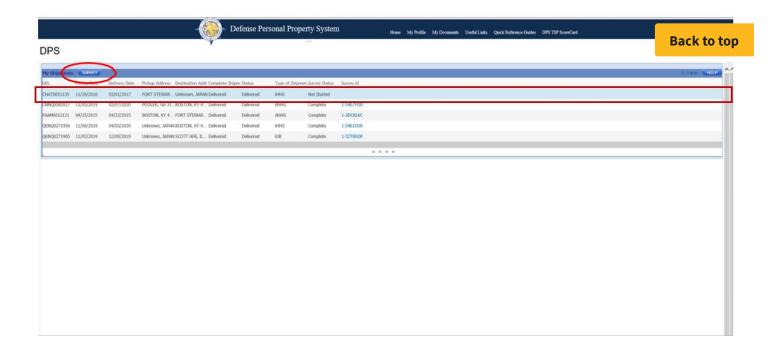


## **INSTRUCTIONS**

In DPS, you can write an evaluation of your moving company or Transportation Service Provider (TSP) after each shipment.

In the Welcome to DPS page, click on "Customer Satisfaction Survey" or "Complete Survey".

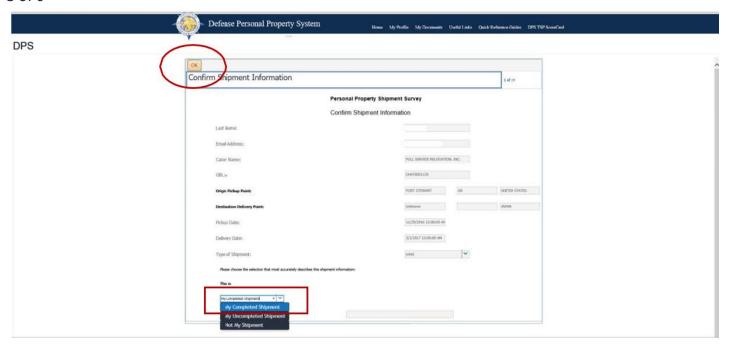
2 of 6



## **INSTRUCTIONS**

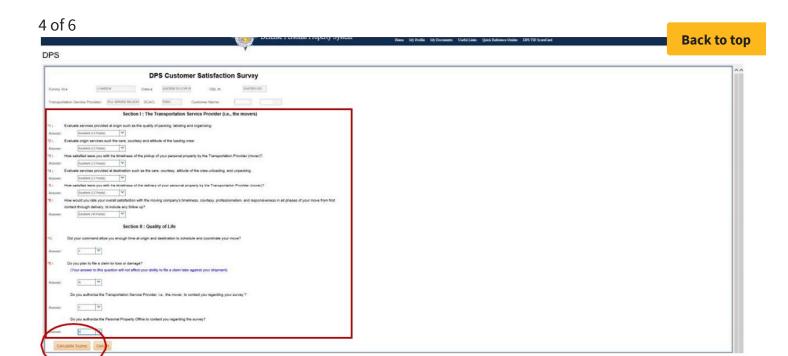
Next, highlight the correct shipment and GBL, then click on "Survey" button.

## 3 of 6



# **INSTRUCTIONS**

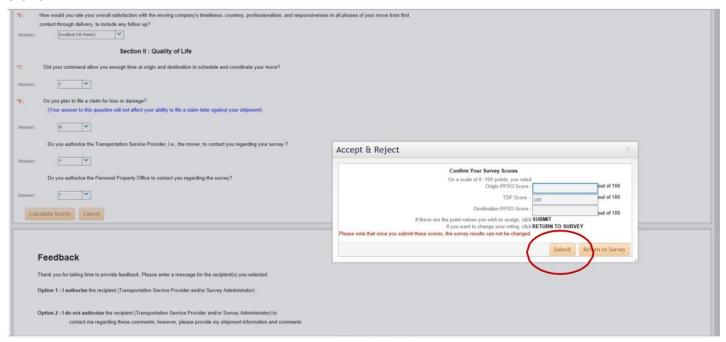
Next, ensure you confirm the correct shipment by selecting "My Completed Shipment" using the drop down arrow, then click on "OK" button.



## **INSTRUCTIONS**

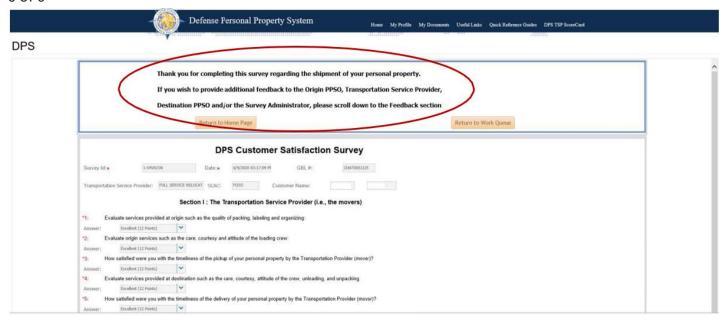
Here, in Section I, rate everything your moving company's timeliness to professionalism in packing, pickup, and delivery. In Section II, you can choose to allow your moving company/TSP, or Personal Property Office to contact you about your responses. After you have answered all questions, click on "Calculate Scores" button.

#### 5 of 6



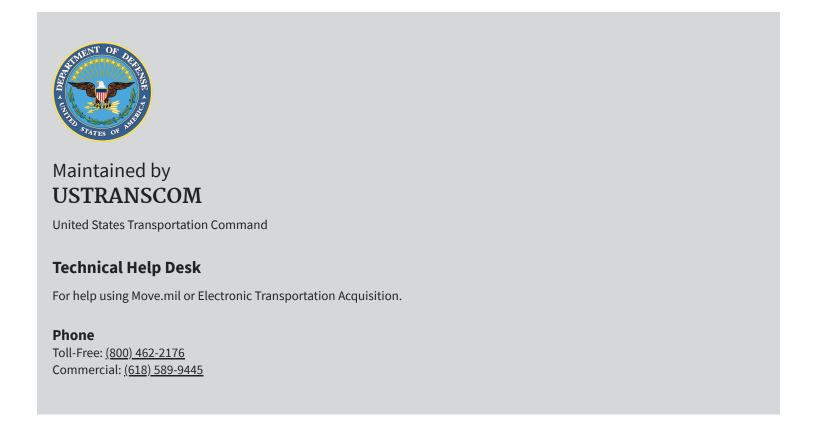
## **INSTRUCTIONS**

## 6 of 6



## **INSTRUCTIONS**

Congratulations! You have successfully completed the survey.



## **Email**

 $\underline{usarmy.scott.sddc.mbx.g6\text{-}SRC\text{-}DPS\text{-}HD@mail.mil}$ 

**Back to top** 

# Submit a ticket online

https://src.servicenowservices.com/src/